

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
		Number Identification information for Internet or Video Relay Services. Without automated knowledge of the <i>originated</i> location of the call, Sprint is not in position to transfer 911 calls to an appropriate PSAP.	lookup) process for 911 calls through Internet Relay. The technical challenge remains of <i>tying</i> an exact location to an IP address. No additional development has been made that would allow Internet Relay users to place 911 calls through Internet Relay.		Number Identification information for Internet or Video Relay Services. Without automated knowledge of the <i>originated</i> location of the call, Sprint is not in position to transfer 911 calls to an appropriate PSAP.	submission to the FCC. Current options may restrict interoperability. An Emergency database is still in use today for subscribers who choose to register a profile; however, agents must verify the location of the caller, as the caller may not be at the same physical location as the profile indicates.
5. Speed of Answer	NA	NA	NA	1/1/07- 80% of all calls within 120 seconds (monthly).	Sprint is exceeding the 80/120 service level requirement that went into effect January 1, 2007.	Sprint will continue to meet the requirement measured on a monthly basis.
6. Equal Access to Interexchange Carrier	Waived Indefinitely; No report required	NA	NA	Waived through 1/1/08	The IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and without an ANI to charge back for tolls calls, Sprint cannot support equal access to	The technical challenge remains of <i>tying</i> an exact location to an IP address for VRS users. However, the very nature of the internet makes billing for toll calls obsolete.

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					interexchange carrier features for Video Relay Service.	
7. Pay-per-call (900) Service	Waived through 1/1/08	IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and no ANI to charge back for a pay-per-service call, Sprint is not processing 900 calls.	The technical challenge remains of tying an exact location and billing of pay-per-call. No additional development has been made that would allow Internet Relay end users to be billed for pay-per-call services.	Waived through 1/1/08	IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and no ANI to charge back for a pay-per-service call, Sprint is not processing 900 calls.	The technical challenge remains of tying an exact location and billing of pay-per-call. No additional development has been made that would allow Video Relay end users to be billed for pay-per-call services.
8. Voice Carry Over (VCO) (one-line)	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is investigating and evaluating several VoIP alternatives to determine acceptable QoS levels to support Voice carry-over calls. Sprint is also investigating LAN/WAN systems where QoS can be controlled internally.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is currently providing two-line VCO controlled at the agent position using IP or ISDN inbound from Video user and outbound POT S to Video User and outbound POTS to Voice user. One line VCO, released in 2005, is limited to certain types of end user appliances that allow voice access through the broadband

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						connection at end user equipment.
9. Hearing Carry Over (HCO) (one-line)	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is investigating and evaluating several VoIP alternatives to determine acceptable QoS levels to support Hearing carry-over calls. Sprint is also investigating LAN/WAN systems where QoS can be controlled internally.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is currently providing two-line HCO controlled at the agent position using IP or ISDN inbound from Video user and outbound POTS to Video User and outbound POTS to Voice user. One line HCO, released in 2005, is limited to certain types of end user appliances that allow voice access through the broadband connection at end user equipment.
10. VCO - to - TTY	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or VCO as communication between internet and	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
			baudot protocols are not compatible.			because. the videoconferencing via internet or ISDN protocols are not compatible.
11. HCO - to - TTY	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or HCO as communication between internet and baudot protocols are not compatible.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or ISDN protocols are not compatible.
12. VCO - to - VCO	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or VCO as communication between internet and baudot protocols are not	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or

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			compatible.			ISDN protocols are not compatible.
13. HCO - to - HCO	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or HCO as communication between internet and baudot protocols are not compatible.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or ISDN protocols are not compatible.
14. Call Release	Waived through 1/1/08	An Internet Relay caller utilizes IP data to place an inbound call. The Call operator connects the outbound dialing voice call utilizing Signaling System 7 (SS7). Since these two types of calls are not compatible, the call release feature is not technically feasible.	It is not technically feasible at this time to provide call release features with Internet Relay calls. However, Sprint will continue to investigate new developments to allow Internet Relay customers to use this feature.	Waived through 1/1/08	A VRS customer utilizes a video connection to make an inbound call. The VRS operator utilizes a voice channel (SS7) to make an outbound dial. Because the two types of calls are not compatible, the call release feature is not technically feasible. Also, in the VRS environment, we are currently unable to remove the Video Interpreter	It is not technically feasible at this time to provide call release features with Video Relay calls. However, Sprint will continue to investigate new developments to allow Video Relay customers to use this feature.

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					agent from the middle of the call when the inbound video caller reaches an outbound customer who also has video capability.	
15. 3-way Calling	Waived through 1/1/08	The current Internet Relay call environment does not support the capability to perform three-way calling initiated call from agent via Sprint IP.	It is possible for the customer to initiate a three-way call if he/she has conference calling capability. In this case, the operator does not need to perform the three-way calling function. However, the limitation is that Sprint's Internet Relay Service will handle only one TTY user (and unlimited number of voice users) when using three-way calling via relay service. It is possible to have 2-Line VCO via Sprint IP using user-initiated three-way calling.	Waived through 1/1/08	At this time, it is not technically feasible to provide a 3-way Video Relay call. Customers using VRS do not have the web-enabled ability to initiate 3-way video calls because of the limitations of end user equipment. Features of customer premise equipment are not under the control of the VRS provider, and therefore the VRS provider cannot control the establishment of a three-way call.	The voice customer is currently able to use the LEC-provided three-way calling feature. One or two of the three legs of the call can be engaged as they would without VRS being a part of the call. VRS is transparent to this process. The VRS agent who receives an inbound video connection has the ability to out dial to multiple voice parties to create a three-way call of which two parts are voice and one part is video. The VRS agent platform is however, unable to support a three way call

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						between two video customers and one voice user at this time.
16. Speed Dialing	Waived through 1/1/08	Sprint's current Speed Dial system is supported by ANI driven customer profile. Without being able to identify the customer's ANI, Sprint is not able to access the preferred speed dial list.	Customers can maintain their own speed dial list on their computer and paste the phone number on the web prior to the call. The phone number will be pre-populated to agent's dialing window for efficient call processing.	Waived through 1/1/08	This service is currently available for VRS customers who choose to use our webcam based product. They can create a speed dial list online and greatly improve the efficiency and connect time with the outbound party through the Video Interpreter. Individuals using TV-based videophones do not have this web enabled ability to speed dial through VRS because of the limitations of this type of end user equipment. Features of customer premise equipment are beyond the control of the VRS provider and determine how the customer can interact with Sprint's platform.	Individuals using TV-based videophones do not have this web-enabled ability to speed dial through VRS because of the limitations of this type of end user equipment. Features of customer premise equipment are beyond the control of the VRS provider and determine how the customer can interact with Sprint's platform.

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17. Providing Service 24/7	NA	NA	NA	NA	NA	NA



Appendix M

Sprint Relay Fact Sheet

Sprint Relay Fact Sheet

Sprint Relay

www.sprintrelay.com

Sprint is the leading provider of relay services in the United States so that those who are deaf and hard of hearing can have anytime, anywhere communications. With 16 years of experience in providing Telecommunications Relay Services (TRS), Sprint is the relay service provider for 31 states plus the Commonwealth of Puerto Rico, New Zealand and the federal government. Sprint has been awarded the following state TRS contracts:

Alabama	Indiana	New Mexico	Texas
Alaska	Illinois	New York	Utah
Arkansas	Massachusetts	North Carolina	Vermont
California	Minnesota	North Dakota	Washington
Colorado	Mississippi	Ohio	
Connecticut	Missouri	Oklahoma	
Delaware	Nevada	Oregon	
Florida	New Hampshire	South Carolina	
Hawaii	New Jersey	South Dakota	

TRS enables standard voice telephone users to talk to people who are Deaf, Hard of Hearing or Speech-disabled on the telephone. Under Title IV of the Americans with Disabilities Act, all telephone companies must provide free relay services either directly or through state programs throughout the 50 states, the District of Columbia, Puerto Rico and all of the U.S. territories. Sprint Relay's experience in the field provides the assurance that all services delivered will meet or exceed Federal Communications Commission mandates for TRS.

Sprint Relay Services

Traditional relay services involve a relay operator serving as an intermediary for phone calls between a deaf, hard of hearing and speech-disabled user and a hearing party. The TRS operator speaks words typed by a deaf user on a text telephone (TTY) or via the Internet and relays the hearing person's spoken response by typing back to the deaf user.

Emerging Technology:

Under the Americans with Disabilities, all telephone companies are required to pay a percentage of the money that they collect from their subscribers into a national telecommunications relay services fund. This interstate fund is administered by NECA (National Exchange Carriers Association).

Currently, two technologies are funded through NECA – video and Internet relay services. There is strong competition in the TRS industry due to the fact that no state contract is required in any state to process calls through the Internet.

Video relay services (VRS) provides American Sign Language (ASL) users with an attractive alternative that offers them the opportunity to communicate by video conferencing using ASL their

native language, which may be preferred over the traditional TTY relay service. VRS requires users to have a personal computer or television monitor, a Web camera or videophone and high-speed Internet connectivity such as cable and DSL. Sprint Video Relay, powered by CSD (Communication Services for the Deaf), is a free service through the Internet that enables the deaf or hard of hearing user to communicate in ASL to a hearing or standard telephone user. Sprint Relay and CSD launched the first nationwide Video Relay Service in May 2002. To connect with a video interpreter, visit www.sprintvrs.com.

Sprint IP Relay is also a free service that combines TRS with the ease and ubiquity of the Internet, allowing users to make calls from any PC or selected Web-enabled Internet wireless devices without having to use traditional TTY equipment. Sprint IP Relay users also have the flexibility of using AOL Instant Messenger to access Sprint IP Relay. To connect using a website, go to www.sprintip.com. To connect using AOL Instant Messenger, send a 10-digit number to the screen name **SprintIP**. Both access methods will connect the caller to an experienced Sprint Relay operator.

Sprint IP Wireless Relay is a new service that allows customers who are deaf, hard-of-hearing or who have a speech disability to use wireless relay services on a select number of wireless devices:

- 1) BlackBerry phones (with an operating system 4.0 or higher). Customers can use this service to communicate with any standard or mobile telephone user in the United States via a free downloadable application at www.sprintrelay.com/download/. Users simply select a contact from their address book or enter a phone number with accompanying text instructions to a Sprint IP Relay Operator.
- 2) PPC6700 devices – To download the free Sprint IP Wireless application, go to: www.sprintrelay.com/download/treo.

Sprint IP Wireless allows users to have the mobility to make a relay call when they need to without a TTY or computer and can be assured the connection is with an experienced Sprint Relay operator.

CapTelSM (Captioned Telephone) relay service is a leading-edge technology developed by Ultratec, Inc. of Madison, Wis., that allows people to receive both voice and text captioning, nearly simultaneously. A special, *CapTel*-equipped phone is required in order to place a call through the *CapTel* relay service. The *CapTel* phone works like any traditional phone with callers talking and listening to each other, but with one very significant difference – captions are provided live for every call. The captions are displayed on the *CapTel* phone's built-in screen so the user can read the words while listening to the voice of the other party. For more information on CapTel, visit www.captionedtelephone.com.

Relay Conference CaptioningSM, developed by Caption Colorado, combines real-time captioning and standard relay service to provide relay conference captioning calls for deaf and hard-of-hearing individuals (in participating Sprint Relay state programs). By using an Internet Text Streaming platform supported by skilled captionists, RCC provides highly accurate real-time captioned text for any live conference call.



Appendix N

Copy of TSP Press Release

Appendix N: Copy of TSP Press Release

Media Contact:

Stephanie Taliaferro, 913-794-3658

stephanie.c.taliaferro@sprint.com

General Press Release

Sprint Completes Voluntary Telecommunications Services Priority Program Enrollment for Relay Network

OVERLAND PARK, Kan. – November xx, 2005 – Sprint (NYSE: S) today announces that it has completed the final milestone in enrolling Sprint's telecommunications relay service (TRS) in the FCC's Telecommunications Service Priority (TSP) Program. Sprint TRS, communications services available for individuals who are deaf, hard of hearing or have a speech disability, is comprised of a network of call centers geographically disbursed throughout the United States.

Effective October 31, 2005, all 14 Sprint Relay call centers were successfully activated under the TSP Program. Unlike other TRS providers, Sprint's TRS network is designed to reroute traffic to other Sprint Relay centers across the country to continue uninterrupted service with minimal customer impact.

"In less than five months, we were able to complete the implementation of the FCC's TSP program," said Mike Ligas, director of Sprint Relay. "Sprint is dedicated to providing effective communications services for individuals who are deaf or hard of hearing and we recognized the urgency to ensure reliable communications during emergency situations."

In 1988, TSP program was established to prioritize the restoration of telephone service to critical facilities and agencies at times when telecommunications companies are typically overburdened with service requests, such as after a natural disaster. In the event of a regional or national crisis, the program restores telephone services most critical to national and homeland security on a priority basis.

Sprint Relay Portfolio of Services

Sprint has 15 years of experience in providing relay services to persons who are deaf, hard of hearing or deaf-blind or who have a speech disability to communicate with hearing persons on the phone. Sprint offers relay services through an intelligent platform to the federal government, 30 states, the Commonwealth of Puerto Rico and New Zealand. Sprint's experience in the field provides the assurance that all Sprint Relay services will meet or exceed Federal Communications Commission requirements for telecommunications relay services (TRS). Relay service is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or call length. For more information, visit www.sprintrelay.com.

Sprint Government Systems Division (www.sprint.com/government) is based in Reston, Va., and offers the full range of Sprint product and service offerings for federal and state government customers.

About Sprint Nextel

Sprint Nextel offers a comprehensive range of wireless and wireline communications services to consumer, business and government customers. Sprint Nextel is widely recognized for developing, engineering and deploying innovative technologies, including two robust wireless networks offering industry leading mobile data services; instant national and international walkie-talkie capabilities; and an award-winning and global Tier 1 Internet backbone. For more information, visit www.sprint.com.



Appendix O

TRS Information in Telephone Directories

TTY Services



Are you an Oregonian with a hearing, speech or severe mobility disability?

You may qualify for a loaner phone that meets your needs. Call Telecommunications Devices Access Program (TDAP) at 1-800-848-4442 Voice or 1-800-648-3458 TTY.

OTRS provides a vital link between hearing people and those who are deaf, hard of hearing or speech disabled.

- Totally confidential
- Toll-free access, 24 hours a day, 365 days per year
- Voice Carry Over (VCO) allows the deaf or hard of hearing to use their own voice
- Hearing Carry Over (HCO) allows the speech disabled to use their own hearing

All you have to do is dial 711 or:

(TTY)	1-800-735-2900	(Spanish)	1-800-735-3396
(VCO)	1-800-735-3260	(900 Services)	1-800-566-3323
(Voice)	1-800-735-1232	(Customer Service)	1-800-676-3777
(ASCII)	1-800-735-0644		

To connect with Captioned Telephone (CapTel) users, dial 1-877-243-2843

For CapTel Customer Service dial 1-888-269-7477



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- 711 or 1.800.735.2900 - TTY
 - 711 or 1.800.735.1232 - Voice
 - 1.800.735.3260 - VCO
 - 1.800.735.0644 - ASCII
 - 1.800.735.3896 - Spanish
 - 1.900.568.3323 - 900 Services
 - 1.877.735.7525 - STS

- 1.800.676.3777 - Customer Service in English
- 1.800.676.4290 - Customer Service in Spanish

To connect with Captioned Telephone (CapTel) users, dial 1-877-243-2843

For CapTel Customer Service dial 1-888-269-7477



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(Spanish) 1-800-735-3896

(900 Services) 1-900-568-3323

(Customer Service) 1-800-676-3777

To connect with Captioned Telephone (CapTel) users, dial 1-877-243-2843

For CapTel Customer Service dial 1-888-269-7477

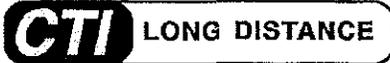


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Appendix P

Copies of Telephone Bill Inserts



P.O. Box 80070 Portland OR 97280-1070

Address Service Requested



Statement Summary

Account Number: 5415233745
Phone Number: 541-523-3745
Invoice Date: 07/02/07
Date Due: 07/22/07
Total Due: \$104.32

Amount Enclosed: \$
Make checks payable to: CTI Long Distance

972801070709
CTI Long Distance
P.O. Box 80070
Portland, OR 97280-1070

Please detach and return above portion with your payment

Summary of Account History

Table with 2 columns: Description and Amount. Rows include: Amount of Last Statement (28.41), Payments Received 06/13/07 (-150.00), Debits and Credits (0.00), Balance Forward (-121.59), Current Charges (17.27), Total Due By 07/22/2007 (-104.32), Total Due After 07/22/2007 (-105.88)

Summary of Charges

Table with 2 columns: Description and Amount. Rows include: CALL DETAIL, LONG DISTANCE CALLS (10.99), Monthly Service Charge (4.99), Fed. Univ. Serv. Lifeline (0.28), NOT FOUND (0.01), State P.U.C. Fee (0.03), State Univ. Service Fund (0.97), 17.27, TOTAL CURRENT CHARGES (17.27)

Important Messages

Have you moved or added a phone number?

CTI would like to remind our customers that if you've moved or recently added a new phone number, we need to be informed of any changes.

If you move, change, or cancel phone numbers, please let us know. To avoid having your calls billed by another company, our records need to be up to date. Just give us a call, and we'll always be happy to help you out!

We at CTI again thank you for your business.

Oregon Telecommunications Relay Service

Are you an Oregonian with a hearing, speech, or severe mobility disability? You may qualify for a loaner phone that meets your needs. Call Telecommunications Devices Access Program (TDAP) at 1-800-848-4442 Voice or 1-800-648-3458 TTY. OTRS provides a vital link between hearing people and those who are deaf, hard of hearing, or speech disabled. Totally confidential. Toll-free access, 24 hours a day, 365 days per year. Voice Carry Over (VCO) allows the deaf or hard of hearing to use their own voice. Hearing Carry Over (HCO) allows the speech disabled to use their own hearing. All you have to do is dial 711 or: 1-800-735-2900 (TTY), 1-800-735-3260 (VCO), 1-800-735-1232 (Voice), 1-800-735-0644 (ASCII), 1-800-735-3896 (Spanish), 1-900-568-3323 (900 Services), 1-800-676-3777 (Customer Service). To connect with Captioned Telephone (CapTel) users, dial 1-877-243-2843. For CapTel Customer Service dial 1-888-269-7477.



Eschelon Customer Central

Welcome Kit / Salem-Eugene, OR

Telecommunications Relay Services

The Telecommunications Relay Services (TRS) surcharge appears on your invoice each month. Do you know how these funds are used to help those with hearing and speech disabilities? Telecommunications Relay Services (TRS) enable standard voice telephone users to talk to people who have difficulty hearing or speaking on the telephone. Under Title IV of the Americans with Disabilities Act, all telephone companies must provide free relay services either directly or through state programs throughout the 50 states, the District of Columbia, Puerto Rico, and all of the U.S. territories. These services are used everyday by businesses, government agencies, family, friends and employers of persons with hearing and speech disabilities.

How does TRS work?

TRS uses operators or "Communication Assistants" (CAs), to facilitate telephone calls for people who have difficulty hearing or speaking. TRS is available 24 hours a day, 7 days a week, free of charge, and the conversations relayed are kept completely confidential. Callers are not limited in the type, length or nature of their calls.

What number do I call to connect to a TRS operator?

Just as you can call 411 for information, you can dial 7-1-1 to connect to relay services anywhere in the United States. For more information regarding 711, visit <http://www.fcc.gov/cgb/consumerfacts/711.html>.

What types of Telecommunications Relay Services are available?

Described below are the types of TRS available. Many of these services are transmitted via a Text Telephone (TTY.) TTYs have a typewriter keyboard and allow persons to type their telephone conversations via two-way text. The conversation can be read on a lighted display screen and/or a paper printout from the TTY.

Text-to-Voice TRS: This type of TRS uses a CA who speaks what a TTY user types, and types what a voice telephone user replies.

- The TTY user calls the TRS center to initiate the call.

Request Support

Need help with your account or equipment? We're here to help you.

Call Eschelon Customer Service at 1-800-ESCHELON (1-888-372-4368).

 Send us your request

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California
Colorado
Minnesota
Nevada
Portland, OR
Salem-Eugene, OR
Utah
Washington

Account Login

E-Billing
WebMail
SpamAware

- The TTY user provides the CA with the number of the party they wish to call.
- The CA calls the intended party.
- Once connected the CA serves as the "link" in the conversation, converting all TTY messages from the caller into voice messages and vice versa.

Voice Carry Over: This type of TRS enables a person who is hard of hearing, but who wants to use his/her own voice, to speak directly to the receiving party and to receive responses in text form through the CA.

- Typing is not required by either the calling or the called party.
- This is particularly useful for senior citizens who have lost their hearing but who can still speak.

Hearing Carry Over: This service enables a person with a speech disability to type his/her part of the conversation on a TTY, the CA then reads the words to the called party, and the caller hears the responses directly from the other party.

Speech-to-Speech Relay: With this service, a person with a speech disability speaks directly to a CA specially trained in understanding a variety of speech disorders who then repeats what the caller says in a manner that makes the caller's words clear and understandable. TTY is not necessary for this particular service.

Shared Non-English Language Relay Services: Telephone companies must provide interstate (between states) relay services in Spanish. While Spanish language relay is not required for intrastate calls (within states), many states with large Spanish-speaking populations already offer this service on a voluntary basis.

Captioned Telephone Service: This service enables individuals with a hearing disability, but some residual hearing to use a special telephone with a text screen to display captions of what the other party is saying.

- Allows the user, on one line, to speak to the called party and to simultaneously listen and read what the other party is saying.
- The "two-line" version offers additional features, such as: call waiting, *69, call forwarding and direct dialing for 911 emergency services.

Video Relay Services: This type of TRS enables individuals who use sign language to make relay calls through CAs who can interpret their calls. The caller signs to the CA with the use of video equipment and the CA voices what is signed to the called

party and signs their responses back to the caller.

- This service is not required by the FCC, but is offered on a voluntary basis by certain TRS programs.
- This option is helpful for people who use American Sign Language (ASL), and for people who cannot type on a TTY easily – such as children who are ASL users.

IP Relay: Telephone This type of TRS is a text-based form that uses the Internet rather than traditional telephone lines. The user may use a computer or other web-enabled device to communicate with the CA.

Don't Hang Up!

Some people hang up on relay calls because they think the CA is a telemarketer. If you answer the phone and hear, "Hello, this is the relay service. Have you received a relay call before?" please don't hang up, you are the recipient of a call from a person who is deaf, hard-of-hearing, or has a speech disability.

For more information on TRS:

To learn more about TRS, visit the FCC's Web site at www.fcc.gov/cgb/dro/trs.html. If you have questions, need assistance on other disability issues, or if you would like to receive free information about disability issues on a regular basis via e-mail, contact the FCC's Consumer and Governmental Affairs Bureau at fccinfo@fcc.gov.

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Appendix Q

Copies of Relay Newsletters

OTRS TODAY

SUMMER 2005

★ UPDATES AND INFORMATION FROM OREGON TELECOMMUNICATIONS RELAY SERVICE ★

NEVER MISS A WORD!

Use the phone with confidence and never miss a word - regardless of your hearing loss.

With CapTel™, you both hear *and read* what is said. Just like closed captioning on your TV, we can turn live phone calls into words. It's possible with a CapTel phone and a free service provided by the Oregon Telecommunications Relay Service.

There is no complicated setup, it works through your existing phone line, and you may even qualify for a CapTel phone.

Call 1-800-848-4442 or 1-800-648-3458 (TTY) or email us at puc.tdap@state.or.us today to see if you qualify and get back to using the phone again.

Can we schedule the appointment to three this afternoon?

All CapTel phones come with a high contrast easy to read display.

CapTel™ is a trademark of Ultratec, Inc.



INSIDE

This Issue:

- CapTel Publicity Campaign
- Keep that TTY!
- Caller ID - No More Guessing Who Called
- FCC Offers New Consumer Info Registry

Five ads, including the one at left, were published in 33 newspapers across the state of Oregon to promote the use of CapTel. For more on how OTRS has been promoting CapTel, see page 2.

CapTel Going Strong in Oregon

By Michael "Mike" Rychetsky,
CapTel Outreach Coordinator,
Central Oregon

Throughout Oregon, word is spreading quickly about a captioning telephone for hard of hearing individuals. CapTel phone users were asked to be part of an OTRS project, where they were trained to provide workshops for hard of hearing people around Oregon. The users then became CapTel Outreach Coordinators through an OTRS outreach subcontract with Sprint. There are five coordinators throughout Oregon, including Andrea Cabral, Eugene/Springfield; Cindy Campbell, Oregon Coast, Bentley Fink, Salem/suburban Portland, Nancy Hammons, Salem, Andrea Olsen, Portland, Mike Rychetsky, Central Oregon, and Rick Zurow, Portland.

In February, Sprint account manager Aparna Lele provided training for the outreach coordinators. John Kinstler, Ultratec Customer Service representative, also shared information on the use of CapTel and its many options. The coordinators were supplied with demonstration phones, a troubleshooting guide and plenty of "how-to" information. They then began presenting in March, making contact with hard of hearing individuals of all ages about CapTel and explaining how and why the phone would benefit them. In April, the CapTel applications began coming to OPUC, and CapTel user minutes increased by 9,000-plus minutes (from 28,200 in February). CapTel users are often amazed that they can "hear so well and read what is being said at the same time," and are truly delighted that this is available to them.

Note: Nancy Hammons, Salem, and Rick Zurow, Portland, have moved on to other endeavors. There is currently an opening in Salem for a CapTel Outreach Coordinator. If interested in this position, e-mail aparna.lele@mail.sprint.com.



The CapTel Outreach team. L-R (front row): Andrea Olson, Rick Zurow, Aparna Lele; (back row) Cindy Campbell, Andrea Cabral, Nancy Hammons, Mike Rychetsky, and Ben Fink.

Caller ID: No More Guessing Who Called

Oregonians receiving calls via OTRS can now see who is calling. If you subscribe to Caller ID service, you will see on your Caller ID box the number and, if available, the name of the person calling you through OTRS. Similarly, if you call someone through OTRS, and they subscribe to Caller ID service, your telephone number and, if available, your name will show on his or her Caller ID box. Caller ID on relay also preserves any special call features, such as call blocking.

Caller ID on relay works the same as if you dialed directly to the person you want. If you use "Caller ID blocking," your telephone number will not be sent to the person you are calling through OTRS. Also, if you use Caller ID blocking and if the person you are calling through OTRS uses "Anonymous Call Rejection," your call will not be accepted by that person.

Please contact Sprint Customer Service at 800-676-3777 for more information.

Keep that TTY!

In many homes and offices, the TTY has become a piece of clutter gathering dust, thanks to the advent of the Internet and the pager.

So should you get rid of that TTY? Absolutely not, says Jim House, national coordinator of TDI's Community Emergency Preparedness Information Network. "You'll need the TTY for

emergencies. The 9-1-1 system has been fully developed with regular telephones that existed before cell phones or the Internet became widely used. When you make a 9-1-1 call on a regular telephone line, you are automatically connected to the nearest public safety answering point (PSAP). Most modern PSAP centers have computer consoles that have TTY capabilities built in and almost all centers have automatic

number identifier capabilities."

House adds, "The best way to call 9-1-1 is directly from your TTY on a landline (wire-line) phone. No matter if you are not able to communicate with the center, they will always know where your call is coming from."

So dust off that TTY, plug it in, make sure it works by typing a few sentences, and have it ready in case of an emergency.